

Deborah.Easterling

From: Deborah.Easterling
Sent: Monday, September 10, 2012 1:33 PM
To: 'Bob Zelewski'
Subject: RE: Letter of Protest for TCWS rate increase

Dear Mr. Zelewski,

This is to acknowledge receipt of your email to the Public Service Commission. I am forwarding your email and Letter of Protest to our Clerk's Office for processing. Your email and Letter of Protest will become a part of Docket No. 2012-177-WS and will be posted on our website under this docket.

Please let me know if you should require any additional information.

Sincerely,

Deborah Easterling
Administrative Assistant

From: Bob Zelewski [<mailto:rzelewski@comporium.net>]
Sent: Sunday, September 09, 2012 7:01 PM
To: PSC_Contact
Cc: Deborah C Zelewski
Subject: Letter of Protest for TCWS rate increase
Importance: High

<< File: Letter_of_Protest_Form_pub_0002.pdf >> << File: ATT00001.txt >>

ATT00001.txt

Please see my attached protest form. Please note the example of poor Customer Service within my statement.

Thanks,
Bob Zelewski



239104

Phone: 803-896-5100

Fax: 803-896-5199

www.psc.sc.gov

Email form to: contact@psc.sc.gov

* Required Fields

Letter of Protest
in Docket 2012 - 177 - WS

Print

Email

Date: * September 9, 2012

Protestant Information:

Name * Robert Zelewski

Mailing Address * 3019 Point Clear Dr.

City, State Zip * Tega Cay, SC 29708 Phone * 704-408-2662

E-mail rzelewski@comporium.net

1. What is your connection or interest in this case? * For example, are you a customer of the Company that is the subject of this pending proceeding? (This section must be completed. Attach additional information if necessary.)

I am a Customer. 2012-177-WS

RECEIVED

PSC
MAIL / DMS

2. Please give a concise statement of your protest. * (This section must be completed. Attach additional information if necessary.)

I called on August 27th 2012 to obtain a contact to speak to a supervisor. The lady that I talked to said that her Supervisor name was Rose but she was not in that week. When I asked to talk to Rose's supervisor, she put me on hold. Twenty three (23) minutes later she hung up. TCWS should not be awarded this increase as the level service provided from water and sewer to customer service is substandard.

They have done at least five repairs at the water line running along the shared drive. They keep fixing the leaks and not replacing the line, which would have been more cost effective. In fact they don't even have records of some of the repairs or are hiding this information.

Tega Cay residents will be paying 51% more for water and 67% more for sewer service in 24 months. Yet another increase (3rd in 6 years) by TCWS would not be necessary if regular and routine maintenance and long range capital improvements had been properly handled. There is NO justification for an increase for the residents of Tega Cay.

We already pay some of the highest water/sewer rates in the southeast US, and should not be burdened with additional increases because TCWS does not know how to manage their business. Any company with equipment / systems must spend ongoing monies for maintenance and plan for necessary improvements and replacements. Make TCWS accountable to the citizens they service – NO INCREASES.

3. Do you wish to make an appearance at a hearing in this proceeding , if scheduled, and offer sworn testimony? *

I will be attending this meeting.